

PLAN OF ACTION AND MILESTONES  
TRAVEL CHARGE CARDS

TARGETED DATE	TASK/ACTION	COMMENTS	DATE COMPLETED
3/11/04	Request from the Field Offices their procedures for adding employees to the corporate account.	Union involvement? Criteria for adding employee, i.e. invitational traveler, one time traveler.	3/15/04
3/11/04	Request from the Field Offices their procedures for processing applications to BOA.		3/15/04
3/11/04	Request from the Field Offices TMC's phone number, FAX number and contact person.		3/15/04
3/11/04	Request from the Field Offices their procedures for monitoring delinquency and misuse reports.		3/15/04
3/11/04	Request from Field Office's their procedures for notifying the Heads of Elements/Field Managers for employees that are delinquent or potential misuse of travel card.		3/15/04
3/11/04	Request that Field Offices cleanup account listing, verifying cardholder is still DOE employee, and traveling in behalf of DOE.		3/15/04
3/11/04	Prepare e-mail to Field Office AOPC's requesting all required documentation	Deliverables due 3/31/04.	3/15/04
5/28/04	Submit updated Plan of Actions and Milestones to MEO Transition Team Leadership		5/27/04
6/1/04	Prepare listing of Unions and contacts representing Field Offices.	Received information from Field Offices.	5/19/04
6/2/04	Identify travel card functions currently being performed that are not identified in PWS or MEO.	Sent listing to Terry Perry and Wendy Miller	6/9/04
6/18/04	Prepare list of changes that may constitute a change in working conditions for Union notification. Transition Team's ideas will be consolidated and submitted to Labor Relations.	Submitted changes to Terry for consolidation.	6/2/04
6/28/04	Submit POA&M and Process Flow to MEO Transition Team Leadership		6/25/04
6/30/04	Use of EAGLS generated Non-Travel Activity Report until reports can be generated in STARS.	Will STARS have capability of producing this report? Contact STARS team to see if report can be created. Also coordinate with BOA, Terry Perry and Matt Sparks to get monthly file of transactions to be used for misuse & stat sampling.	In Progress
7/1/04	EAGLS access to all DOE accounts, except PMA's, SNR & PNR	Discuss with Ilonka (BOA) and Sterling Ross. Discussed with Ilonka & Sterling on 6/4/04, and Sterling is requesting access for Terry, Mark, Ginny, Shirley & Carole	6/7/04
7/1/04	Discuss with BOA the most efficient and easiest way to get cards transferred from Field Offices to HQ	Discussed with Ilonka and Sterling. Only need to have Level 2 Hierarchy access.	6/4/04

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7/1/04	Determine which employees will maintain cardholder's accounts, i.e. increase/decrease limits, ATM limits, etc.	Is this part of overseeing/managing the charge card program? Initial discussion with Terry Perry and Mark Miller on 5/5/04. This was included in the e-mail submitted to Terry and Wendy on 6/9/04.	In Progress
7/12/04	Submit POA&M and Process Flow to MEO Transition Team Leadership		7/9/04
7/23/04	Identify the different procedures followed at the field offices.	Prepare spreadsheet identifying procedures followed at field offices. Discuss with Terry and Mark.	In Progress
7/26/04	Submit POA&M and Process Flow to MEO Transition Team Leadership		7/25/04
7/30/04	Establish Department-wide procedures for submitting applications to Bank of America, criteria for using the Corporate Account and reporting misuse and delinquencies.		In Progress
8/10/04	Finalize desk procedures and workflow process documents.		In Progress
8/10/04	Prepare FAQ's for website.		In Progress
8/11/04	Send Transition Travel Card Team and AOPC's POAM and process flow documents for comments.	Received and responded to a few inquiries.	8/11/04
8/15/04	Update OMBE website with application package.	Coordinate with Terry Perry, Mark Miller and Pat Lowstuter.	
8/20/04	Submit POA&M and Process Flow to MEO Transition Team Leadership		8/20/04
8/31/04	DOECAS to employees regarding new policies and procedures for applying for travel card. To include website address for application package.	Coordinate with Terry, Mark, Sterling and Norbert.	
8/31/04	Determine HQ employee(s) that will participate in the monthly BOA conference calls.	Notify Ilonka to add name(s) to e-mail notifications. Discussed with Terry and Mark on 5/5/04.	
8/31/04	Establish a Customer Service Hotline for Travel Card issues	Discussed with Terry and Mark on 5/5/04. Discussed again on 7/7/04 with Terry, and she will make a decision on this task.	In Progress
8/31/04	Establish an e-mail account for sending and receiving notifications regarding delinquency and misuse and general travel card questions.	Discussed with Terry and Mark on 5/5/04. Discussed again on 7/7/04 with Terry, and she will make a decision on this task.	In Progress
8/31/04	Determine employee responsible for providing Quarterly Charge Card data to Sterling and draft written procedures.	Discussed with Terry and Mark on 5/5/04. This was addressed in e-mail to Terry and Wendy on 6/9/04. Discussed via e-mail with Sterling 7/7/04, and possibly his office will be able to perform this task.	In Progress
8/31/04	Prepare list of all TMC's, contacts, phone and FAX numbers.		5/25/04

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8/31/04	Prepare memo to all TMC's regarding changes and procedures.		
8/31/04	Prepare list of all Department Heads, Field Office Managers, etc. that delinquency and misuse reports will be sent to.	Due to the frequent turnover of personnel, this will be an ongoing process to update listing of current Heads of Department Elements and Field Office Managers. Sent e-mail request to Transition Team 8/20	Ongoing
9/10/04	Notify TMC's and BOA of new address to send corporate account statements.	Coordinate with Travel and Payments Team	
9/30/04	Need for Field Offices to access employee's accounts.	Possibly reduce Field Office AOPC's access to Read Only & Reports access.	
10/26/04	Prepare delinquency and misuse reports for billing cycle ending 9/27/04 (HQ)		On Hold
10/27/04	Suspend preparing delinquency and misuse reports for billing cycle ending 10/27/04 and 11/27/04	Due to deployment of STARS and late payment of travel vouchers.	On Hold